

FREEDOM OF INFORMATION REQUEST

Kyndi Limited
Innovation Centre
Maidstone Road
Chatham
Kent
ME5 9FD

Our Ref: Aubnoy 20-05-2025

Your ref: 1283526

Date: 18 June 2025

Response to your freedom of information request

Dear Mr Aubnoy

Thank you for your email of 20 May 2025 where you requested information from Kyndi Ltd about services to local authorities and related matters. As requested, this request has been dealt with under the Freedom of Information Act 2000 (**FOIA**).

Kyndi has now completed searching for the information you requested. Some information can be disclosed to you and is provided below. Some information is exempt and is therefore withheld for the reasons set out below. We have adopted the numbering used in your request for ease of reference.

Your request for information and our response is as follows:

1. A complete list of physical locations, facilities or sites in Chatham and Gillingham where Kyndi operates, manages services, or holds contracts.

- This includes sites related to any of Kyndi's services such as CCTV, telecare, security, keyholding, or any other operations.*

Kyndi Response: We operate an office at ICM, Maidstone Road, Chatham, Kent, ME5 9FD. Kyndi's other locations for operating, managing services, and holding contracts is exempt from disclosure under s31(1)(a) of FOIA (prevention or detection of crime) as revealing these locations would make our staff, systems and the local areas more vulnerable to crime (and harm the efforts to detect crime) given the nature of the services we provide.

2. Details of any signage or public-facing branding at those locations.

- Please include descriptions or photographs (where available) of signage that features the Kyndi name or logo, including signs on buildings, gates, vehicles, noticeboards, or staff uniforms where relevant.*

Kyndi response: Kyndi does not have any signage or public-facing branding at our location at ICM apart from some carparking areas which feature the Kyndi name stencilled by the spaces. We are aware of some CCTV cameras bearing stickers which feature the Kyndi name or logo (as seen in the top right-hand corner of this letter) which have been placed by third parties. We do not hold any other information for any other locations. We also do not hold any photographs of signage on buildings or gates, vehicles or staff uniforms. Further specific information

www.kyndi.co.uk

Kyndi, Innovation Centre, Maidstone Road, Chatham, Kent, ME5 9FD.

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Certified Organisation

regarding the specific design of the uniform worn by our staff when delivering Kyndi's services is exempt under s31(1)(a) of FOIA for the same overarching reasons as stated above.

The public interest test

S31(1)(a) of FOIA is subject to the public interest test. Kyndi has considered the public interest in favour of disclosure, including the general public interest in transparency and how this can promote accountability and improvements in the provision of public services. However, Kyndi has also considered the public interest factors in favour of maintaining the exemption, including the inherent public interest in not making our employees and the local area more vulnerable to crime. Kyndi has concluded that the public interest in maintaining the exemption outweighs the public interest in disclosure

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review, explaining which elements of this refusal notice you disagree with and why. Internal review requests should be submitted within two months of the date of receipt of the response to your original email and should be addressed to:

Head of Information Governance
Medway Council
Gun Wharf
Dock Road
Chatham
Kent ME4 4TR

freedom@medway.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner will not normally accept complaints before the internal review procedure has been engaged, or if there has been an undue delay in submitting the complaint. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely



C Beaumont
Information Governance Officer